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The Service Centers for the Office of Public Instruction (OPI) are available to districts and schools during normal working hours Monday–Friday during test registration, administration, and reporting windows. Outside these specified windows, the Service Centers may have fluctuating hours. Please use this contact information for all questions regarding: (1) technology and software issues, (2) user steps within the online interface, and (3) test administration procedures. Use the following charts to determine the right resource to support your assessment needs.

Contact the Service Center Help Desks when...					
You have “Help me do...?” questions and you can’t find the answer in the Test Administration Manual (TAM), User Guides, or Technology Requirements.					
If this sounds like you, please use this contact information to find the Service Center Help Desk which can provide you with technical support.					
Statewide Assessment	Help Desk	Phone Number		E-mail Number	
Smarter Balanced for Math and ELA at Grades 3–8	Measured Progress Help Desk		Phone: (888) 792-2741		E-mail: montanahelpdesk@measuredprogress.org
Multi-State Alternate Assessment (MSAA) for Math and ELA at Grades 3–8	MSAA Help Desk		Phone: (866) 834-8879		E-mail: MSAAServiceCenter@MeasuredProgress.org
CRT and CRT-Alt for Science at Grades 4, 8, and 10	Measured Progress Help Desk		Phone: (888) 792-2741		E-mail: montanahelpdesk@measuredprogress.org
ACCESS for ELLs 2.0 for identified English Language Learners in Grades K–12	WIDA Help Desk		Phone: (866) 876-7735		E-mail: help@wida.us
W-APT English Language Proficiency Screener	WIDA AMS Help Desk		Phone: (855) 787-9615		E-mail: WIDA@datarecognitioncorp.com
ACT for Math and ELA at Grade 11	ACT General Inquiries		Phone: (800) 553-6244 ext. 2800		E-mail: Contact Us
ACT for Math and ELA at Grade 11	ACT Accommodation Questions		Phone: (800) 553-6244 ext. 1788		E-mail: ACTStateAccoms@act.org

Contact the OPI when...					
You have “How do I...?” questions and you can’t find the answer in the OPI Statewide Testing Website , OPI’s Test Security Policy Manual, or the Accessibility and Accommodations Policy Manuals.					
If this sounds like you, please use the contact information to find the OPI Assessment Staff that can provide you with policy and technical support.					
OPI Staff	Title	Phone Number		E-mail Number	
General Inquires	OPI Assessment Help Desk		Phone: (844) 867.2569		E-mail: OPIAssessmentHelpDesk@mt.gov
Marcy Fortner	Administrative Specialist		Phone: (406) 444-3511		E-mail: mfortner@mt.gov
Yvonne Field	Assessment Coordinator		Phone: (406) 444-0748		E-mail: yfield@mt.gov
Jessica Eilertson	State Assessment Director		Phone: (406) 444-3656		E-mail: jeilertson@mt.gov
Ashley McGrath	NAEP State Coordinator		Phone: (406) 444-3450		E-mail: amcgrath@mt.gov